

From: Bob Dunlap
To: Microsoft ATR
Date: 1/26/02 2:45pm
Subject: Microsoft Settlement

This settlement is ridiculous. Microsoft has done untold damage to many competitors with their predatory business practices. This has been proved in court. Their punishment should be more than a wrist slap. It should put them in a position where they can no longer conduct business in this unfair manner.

Microsoft also has disregard for their customers. Since they have the only viable operating system, Windows, they can set the price where they want and provide little or no support after the product is in the marketplace. Look at how the prices of other elements of the PC have dropped drastically, while the price of Windows has stayed the same or increased. And if you have a computer of your own with Windows, you must be aware of the instability of the product. When you call Microsoft for help, they charge exhorbitant fees to resolve problems in their product. There is no warranty!

Periodically, on their own schedule, and with no regard for the needs of their customers, Microsoft will provide an update for Windows via download from their website. This is fine for those of us who have internet access, but the quality of these updates is poor. I have tried installing them and seen my system stability go from bad to worse.

In my view, Microsoft is an arrogant, greedy corporation. Their goal is to squash all competition so they don't have to provide their customers with excellent service. They have no regard for the law or for the courts. They need to receive a strong message that we won't tolerate this type of business conduct!

Sincerely,

Robert A Dunlap